

## Behavioral Health Quality Improvement Measure Descriptions

**Overview:** These behavioral health quality improvement measures reflect the system vision statement articulated in State Board Policy 1036.

Our vision is of a system of services and supports driven by individuals receiving services that promotes self-determination, empowerment, recovery, resilience, health, and the highest possible level of participation by individuals receiving services in all aspects of community life, including work, school, family, and other meaningful relationships. This vision also includes the principles of inclusion, participation, and partnership.

**Initial Measures:** This initial set of measures focuses on three key areas: mental health recovery, substance abuse services, and children's mental health services.

### Mental Health Recovery Quality Improvement Measures

- 1. Assertive Community Treatment Outcomes:** Program of Assertive Community Treatment (PACT) and Intensive Community Treatment (ICT) teams provide assertive community treatment, very intensively staffed wrap-around services to individuals with severe and persistent mental illnesses who have been frequent recipients of inpatient psychiatric services or have been homeless. Assertive community treatment services focus on maintaining individuals in the community and supporting their recovery from the effects of serious mental illness. This measure reports the percent of all individuals receiving assertive community treatment services who in the previous 12 months lived in stable housing (no more than one move and no homelessness or jail as a residence) and had no more than one psychiatric hospital admission and no arrests, all strong indicators of recovery.
- 2. Employment Status:** Employment is a fundamental value and aspiration in American culture. People, including individuals with disabilities, gain many benefits from having a job. They have relationships with co-workers, fewer health issues, and an increased sense of well-being. They report a greater sense of accomplishment, increasing their feelings of competence and self worth, and contribute to the economy. Many people with disabilities live at or below the poverty level, and earning income from paying jobs helps supplement their resources and improves the quality of their lives. Part- or full-time integrated community-based employment contributes to the recovery and empowerment of individuals receiving services and reflects the values in the vision statement. *Creating Opportunities: A Plan for Advancing Community-Focused Services in Virginia* and State Board Policy 1044 Employment First emphasize the importance of employment. This measure reports the percent of adults admitted to the mental health services program area with serious mental illness who received at least one mental health case management service of any duration and were employed full- or part-time or received individual or group supported employment services at any point in the previous 12 months.
- 3. Intensity of Engagement by Adults in Community Mental Health Case Management Services:** Engagement in case management services supports recovery, self-determination, and empowerment of individuals receiving services. This measure reflects the primacy of case management services for individuals with serious mental illness, especially when they are first admitted to services, and the importance of establishing an ongoing therapeutic relationship with them. The measure reports the percent of adults admitted to the mental health services program area during the previous 12 months with serious mental illness who received one hour of case management services within 30 days of admission and who also received at least five additional hours of case management services within 90 days of admission.

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### **Substance Abuse Services Quality Improvement Measures**

- 4. Intensity of Engagement by Adults in Community Substance Abuse Outpatient Services:** Outpatient services are the substance abuse services intervention most frequently received by individuals with substance use disorders. Engagement in outpatient services supports the recovery, self-determination, and empowerment of individuals and, especially when they are first admitted to services, is critical to establishing an ongoing therapeutic relationship with them. This measure reports the percent of adults admitted to the substance abuse services program area during the previous 12 months who received one hour of outpatient services after admission and who also received at least two additional hours of outpatient services within 30 days of admission.
- 5. Retention in Community Substance Abuse Services:** As important as engagement in services is, retention of individuals with substance use disorders once they have begun treatment is critical to strengthening therapeutic relationships and supporting their recovery and empowerment. This measure reports the percent of all individuals admitted to the substance abuse services program area during the previous 12 months who received at least one valid substance abuse or mental health service of any type, except those services provided in jails or juvenile detention centers, in the month following admission and who also received at least one mental health or substance abuse service of any type, except those services provided in jails or juvenile detention centers, every month for at least the following five months.
- 6. Days Waiting to Enter Community Substance Abuse Treatment:** Timely access to treatment heavily affects individuals' engagement and retention in services and the quality of their service outcomes. Studies have linked longer delays between requests for services and first appointments with increased no shows, cancelled appointments, and dropouts. Decreasing days waiting to enter treatment contributes to the recovery and empowerment of individuals with substance use disorders. This measure reports the average number of calendar days from the date of the first contact or request for service until the first scheduled appointment in a substance abuse service accepted by an individual for all individuals admitted to the substance abuse services program area in the previous 12 months.

### **Children's Mental Health Services Quality Improvement Measure**

- 7. Intensity of Engagement by Children in Community Mental Health Outpatient Services:** Outpatient services are the mental health services intervention most frequently received by children with mental health disorders. Engagement in outpatient services supports children's recovery and, especially when they are first admitted to services, is critical to establishing an ongoing therapeutic relationship with them. This measure reports the percent of children admitted to the mental health services program area during the previous 12 months who received one hour of outpatient services within 30 days of admission and who also received at least two additional hours of outpatient services within 30 days of admission.

Additional information with detailed definitions of these behavioral health quality improvement measures is contained in the Community Behavioral Health Quality Improvement Measures Specifications Matrix.